

**MI Unreturned Live Agent - Mass Markets**

			11/15/2020	11/16/2020	11/17/2020	
3,815	<b>Completes</b>		-	990	2,825	
248	<b>Q4=01</b>	1-Completed Survey	-	36	212	
1,257	<b>VM Message Left</b>	2-Message Delivered VM	-	388	869	
2,310	<b>up/RC</b>	3-Refused	-	566	1,744	
62,569	<b>No Answer</b>	4-No Answer	-	15,482	47,087	
3,644	<b>Numbers/Language</b>	5-Bad Number	-	570	3,074	
100.00%	<b>List Penetration</b>					
70,030	<b>Data Loads</b>					

<b>Q1 - May I please speak to &lt;lead on screen&gt;?</b>		<b>Response</b>	11/15/2020	11/16/2020	11/17/2020
958	23.65%	A-Reached Target	-	158	800
142	3.51%	Uncertain	-	57	85
2,950	72.84%	X = Refused	-	883	2,067
0	0.00%				
4,050	100.00%	<b>Sum of All Responses</b>	-	1,098	2,952

<b>Q2 - Did you request Absentee Ballot in state of MI?</b>		<b>Response</b>	11/15/2020	11/16/2020	11/17/2020
752	49.64%	A-Yes [Go to Q3]	-	167	585

239	15.78%	B-No [Go to Q4]	-	39	200
50	3.30%	Member) [Go to Q3]	-	5	45
17	1.12%	Member) [Go to Q4]	-	2	15
37	2.44%	E-Unsure [Go to Close A]	-	4	33
11	0.73%	Moment [Go to Close A]	-	2	9
409	27.00%	X = Refused	-	63	346
<b>1,515</b>	<b>100.00%</b>	<b>Sum of All Responses</b>	<b>-</b>	<b>282</b>	<b>1,233</b>

<b>Q3 - Did you mail your ballot back?</b>		<b>Response</b>	<b>11/15/2020</b>	<b>11/16/2020</b>	<b>11/17/2020</b>
232	21.28%	A-Yes [Go to Q4]	-	41	191
472	43.30%	B-No [Go to Close A]	-	109	363
10	0.92%	Member) [Go to Q4]	-	2	8
28	2.57%	Member) [Go to Close A]	-	2	26
22	2.02%	Close A]	-	5	17
326	29.91%	X = Refused	-	60	266
			-		
<b>1,090</b>	<b>100.00%</b>	<b>Sum of All Responses</b>	<b>-</b>	<b>219</b>	<b>871</b>

<b>Q4 - Can you please give us the best phone number to reach you at?</b>		<b>Response</b>	<b>11/15/2020</b>	<b>11/16/2020</b>	<b>11/17/2020</b>
246	69.89%	A-Yes (capture number), [Go to Q5]	-	36	210
106	30.11%	B-Refused [Go to Q5]	-	27	79

0	0.00%				
0	0.00%				
<b>352</b>	<b>100.00%</b>	<b>Sum of All Responses</b>	<b>-</b>	<b>63</b>	<b>289</b>

<b>Q5 - Can you provide us your email address?</b>		<b>Response</b>	<b>11/15/2020</b>	<b>11/16/2020</b>	<b>11/17/2020</b>
18	7.26%	01-Yes [Go to Close B]	-	5	13
230	92.74%	02-No [Go to Close B]	-	31	199
0	0.00%				
<b>248</b>	<b>100.00%</b>	<b>Sum of All Responses</b>	<b>-</b>	<b>36</b>	<b>212</b>